

Avaya - Networking/Telephony Product & Services - [2273609 / T636]
Buyer's Guide

Purpose

This guide provides summarized information for the buyer of active, enterprise contract products and services. By clicking on quick links — [underlined, blue-colored words or sentences](#) — one is redirected to various documents; such as, the awarded contract, the Invitation to Bid (ITB), guides and brochures that will assist in building a purchase order for the products and services on the specific contract, and in some guides allow direct access to the e-mail addresses or Web sites of vendor contacts.

Award Date	Duration	Estimated Re-bid Year
09/01/2015	5 years	2020

Description

The Alabama Department of Finance, Division of Purchasing on behalf of the Information Services Division (ISD) has established a contract (2273609) to purchase Network and Telephony Products and Services, Maintenance, and Training offered in the Avaya Inc. product and services catalog to include switches, routers, network equipment and other core network type equipment, telephony software, video endpoints, phones and other core telephony type equipment, only. Established also is a contract to purchase services offered by Vendor's technical services catalog. The established contracts are to be used by State for the support and operation of a statewide enterprise telephony and network systems. Multiple qualified vendors were awarded Avaya® Network Products and Services catalog contracts from this bid. Multiple qualified vendors were awarded Vendor's Technical Services catalog contracts from this bid. Multiple qualified vendors were awarded Avaya® Telephony Products and Services catalog contracts from this bid. Multiple qualified vendors were awarded Vendor's Telephony Technical Services catalog contracts from this bid. State intends to purchase goods and services from the lowest cost, responsible provider(s), but reserves the right to purchase any item from one or more awarded Vendors. Awarded vendor(s) agree to accept payment(s) from leasing contractor, as determined by State.

This bid is for Avaya® Inc., network and telephony products and services only. All other inclusions of catalog items such as servers, and any other non-core network, telephony, or endpoint devices will not be accepted.

Line item one (1) is for Avaya Inc. network products only.

1. 6P – Data (Network Hardware and Software)
2. 1S – Maintenance Services (WFO & Non-WFO)
3. 2S – Professional Avaya Services

Line item two (2) of the bid is for Vendor's technical services only.

1. *Avaya Trained Senior Network Engineer* – Project leader, plans, designs, enables, implements, and maintains Avaya Inc. network, network implementation of enterprise statewide system including installation, configuration, and troubleshooting.
2. *Avaya Trained Network Engineer* – Plan, implements, and verify an Avaya Inc. network implementation statewide system including installation, configuration, and troubleshooting.
3. *Avaya Trained Network Associate* – Installs, configures and operates as well as troubleshoots an Avaya Inc. network implementation.
4. *Avaya Trained Entry Networking Technician* – Deliver, distribute, set-up, replace and service Avaya Inc. general network equipment.

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Line item three (3) is for Avaya® Inc. telephony products only.

1. 1P - Hardware 1 (ex. Unified Communications)
2. 2P – Software 1, UA SW1 (ex. Unified Communications)
3. 3P - Peripherals (ex. Handsets)
4. 4P – Hardware 2 (ex. Contact Center, Nortel products)
5. 5p – Software 2, UA SW2 (ex. Contact Center, Nortel products)
6. 6P – Data (Telecom)
7. 7P – OEM, OEM UA (Products Avaya sells to support Avaya systems)
8. 8P – Video
9. 9P – IP Office
10. 1Z – Non-Discounted Services
11. 1S – Maintenance Services (Non WFO), Maintenance Services (WFO – Call recording system)
12. 2S – Services

Line item four (4) of the bid is for Vendor's technical services only.

1. *Avaya Trained/Certified – Sr. Engineer/Architect* – Senior level professional, project leader, plans, designs, enables, implements, and maintains Avaya Inc. products, implementation enterprise statewide system including installation, configuration, and troubleshooting.
2. *Avaya Trained/Certified – Engineer* – Plan, implements, and verify an Avaya Inc. products implementation statewide system including installation, configuration, and troubleshooting.
3. *Avaya Trained/Certified – Service Technician* – Installs, configures and operates as well as troubleshoots Avaya Inc. products.
4. *Avaya Trained/Certified – Field Technician/Implementation Specialist* – Installs, places and configures Avaya Inc. products.

Contract Notice of Award

[Link to Contract](#)

Original ITB

[Link to ITB](#)

Product Guide & How to Order

Use the [Product Guide](#) to obtain the summarized contract information such as; company names, catalog links, discount rates, product descriptions, and contact information. If applicable and if available, link to the vendor's website to review the product line and determine all specifications for the product or service that you wish to purchase. If the website offers capabilities such as; product comparisons and fill-a-cart or creation of a basket for purchasing, then take advantage of those features. Finally, complete a purchase order for one item and print the completed purchase order to use as a worksheet. You cannot purchase the product from the vendor's site, but the worksheet will assist with your State purchasing request.

Employee Discount

Not applicable for this contract.

Vendor Brochure

Links or complete brochures will be provided when available from the vendor.